
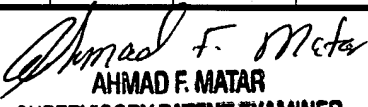
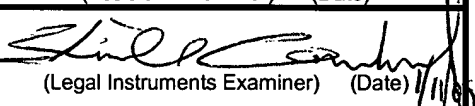


Issue Classification 	Application No.	Applicant(s)	
	10/090,522	PETERSON ET AL.	
	Examiner	Art Unit	
	Rasha S AL-Aubaidi	2642	

ISSUE CLASSIFICATION									
ORIGINAL					CROSS REFERENCE(S)				
CLASS	SUBCLASS				CLASS	SUBCLASS (ONE SUBCLASS PER BLOCK)			
379	88.09				379	88.18	265.02	265.06	
INTERNATIONAL CLASSIFICATION									
H	0	4	M	1/64					
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Rasha S Al-Aubaidi 01/04/2005 (Assistant Examiner) (Date)					 AHMAD F. MATAR SUPERVISORY PATENT EXAMINER TECHNOLOGY CENTER 2700 (Primary Examiner) (Date) 1/6/05			Total Claims Allowed: 22	
 (Legal Instruments Examiner) (Date) 1/11/05								O.G. Print Claim(s) 1	O.G. Print Fig. 1

<input checked="" type="checkbox"/> Claims renumbered in the same order as presented by applicant		<input type="checkbox"/> CPA		<input type="checkbox"/> T.D.		<input type="checkbox"/> R.1.47	
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03/04/02

PATENT NUMBER and
ISSUE DATE

U.S. UTILITY Patent Application

APPL NUM 10090522	FILING DATE 03/04/2002	CLASS 379	SUBCLASS 265.02	GAU 2643	EXAMINER RASHA ALAUBAID
**APPLICANTS: Peterson Patrick; Suhm Bernhard; Tenney Yvette; McCarthy Daniel; McHugh Patrick; Dick Peter; 2642					
**CONTINUING DATA VERIFIED: THIS APPLN CLAIMS BENEFIT OF 60/273,710 03/05/2001 AND CLAIMS BENEFIT OF 60/276,266 03/15/2001 yes R.S.					
** FOREIGN APPLICATIONS VERIFIED: NONE R.S.					
FG-PUB DO NOT PUBLISH <input checked="" type="checkbox"/>		RESCIND <input type="checkbox"/>			
Foreign priority claimed 35 USC 119 conditions met Verified and Acknowledged Examiners's initials		<input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		ATTORNEY DOCKET NO 01-4008	
TITLE : System and method for assessing a call center					
U.S. DEPT. OF COMM. / PAT. & TM-PTO-436L (Rev. 12-94)					

Best Available Copy

NOTICE OF ALLOWANCE MAILED		Rasha ALAUBAID Assistant Examiner		CLAIMS ALLOWED	
ISSUE FEE		Amount Due		Total Claims 22	Print Claim for O.G. 1
Date Paid		Primary Examiner		DRAWING	
<input type="checkbox"/> TERMINAL DISCLAIMER		PREPARED FOR ISSUE		Sheets Drawg. 43	Figs. Drawg. 43
				Print Fig. 1	
				Application Examiner	
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